



## **Senior Call Center Customer Service Representative**

### **Company Description:**

Denver Boulder Couriers, based in Boulder, CO, is proud to be a local, professional, courier company serving Colorado's delivery needs for over 27 years. Our mission is to provide same-day and rush courier messenger services along the Front Range of Colorado.

### **Job Description:**

We are looking for a patient, fast learning, energetic, and experienced call center customer service representative to join our team. This person will already have extensive experience with over-the-phone customer support, as well as a knack for problem solving on the fly, an eye for detail, and a record of successfully building customer relationships with high quality service. We are looking for someone who can fit into a team-oriented office environment where cooperation and quick decision-making amongst office personnel are central to the success of our work.

### **Job Duties and Responsibilities:**

- Assist customers with delivery orders via phone and email.
- Execute order processing through our custom software. Follow up with order status inquiries, return requests, and general service inquiries.
- Work closely with dispatchers and other customer service representatives to determine best delivery methods to meet clients' needs.
- Intake web orders and provide immediate quotes to potential clients for delivery services.
- Help promote the company's services by enhancing customer satisfaction and encouraging repeat business.
- Oversee the needs of DBC's Service-of-Process clients; take SOP orders, fulfill state-required documentation and follow-through.
- Help train and orient new customer service representatives as needed.
- Help promote positive office environment by having a motivated, friendly, and professional attitude.

### **Desired Qualifications:**

- 2+ years experience in a call center customer service atmosphere.
- Effective, professional communicator; comfortable interacting with both customers and team members.
- Ability to learn rapidly, building on experience for a strong knowledge base.
- Self-starter, eager to grow through execution of new job functions.
- Strong problem-solving and organizational skills to resolve issues efficiently.
- A firm belief that customer service is of the utmost importance.
- Strong computer skills.
- Previous knowledge/experience in the delivery, transportation and courier sector a plus.
- Notary status preferred but not required.

Salaried Position

Email your cover letter, salary requirements and resume to [hr@dbcouriers.com](mailto:hr@dbcouriers.com)